



Health & Human Services Gateway Provider Newsletter

August 2005

Volume 2, Number 2

In This Issue

- Coming Soon
- Food Stamps Applications
- Security Enhancements
- Virtual Gateway Notices

Helpful Links

[Virtual Gateway Training and Assistance Materials](#)

Coming Soon

Some exciting changes are scheduled for summer 2005:

Expanded Screening and Common Intake:

- MassHealth for Community Elders - seniors and people needing long-term-care services at home (MassHealth intake for the long-term-care institutionalized population is targeted for winter 2006)
- Services for individuals who are legally blind
- Services for individuals who are deaf or hard of hearing
- Services for individuals with a cognitive disability
- Services for veterans seeking inpatient/domiciliary care
- Home care services for elders (or seniors)
- Vocational rehabilitation services
- Services for individuals with mental health conditions including serious emotional disturbance (screening only)

Aging and Disability Services Locator: a service for case managers to assist elderly consumers with accessing community services

Homeless Case Management and Reporting System: a service for homeless shelter providers to track bed utilization, provide case management services, and facilitate reporting requirements.



Thanks to all our users for your support while we roll out these important enhancements as part of our effort to broaden the services offered through the Virtual Gateway.

Food Stamps Applications

Applying for Food Stamps Benefits using the Virtual Gateway is quick, simple, and beneficial to the applicant. You are only providing preliminary information to the Department of Transitional Assistance (DTA) for your client.



If you are using Common Intake to submit a MassHealth application, you are already collecting most of this information. Choosing to apply for Food Stamps Benefits at the same time takes only an additional two or three minutes.

DTA will contact the applicant to review and process the application. Any information you enter will be cross-checked by DTA, and any additional

information about the household can be provided by the applicant to DTA at that time.

[Click here](#) for more information about applying for Food Stamps Benefits.

Security Enhancements

The Virtual Gateway is implementing several important security changes:

Single Session Logon: You can only logon to one session at a time. If you attempt to log in a second time, your first session will be terminated with no warning.



Account Deactivation: Unless you log into the Virtual Gateway at least once in a ninety-day period, your account will automatically be deactivated. Your organization's Virtual Gateway [Access Administrator](#) will be required to contact the Virtual Gateway Help Desk to reactivate the account. We'll send you an email reminder 14 days before the account deactivation date, so you can login to avoid deactivation.

Secure Passwords: When we create your user ID or reset your password, you will be issued a default password that is equal to your user id + your four-digit PIN (*no space*). For example, John Doe's four-digit PIN is 1234, so his password would be generated as jdoe1234. This makes remembering the four-digit PIN you supplied very important!

Self-Service Password Reset: You will notice a "Forgot password?" link at the bottom of the login box. If you choose that link, you'll be prompted to enter your user id, email address, and four-digit PIN. An immediate email will be sent to you confirming your new password. You will be prompted to change your default password when logging in for the first time, or when your password is reset.

The screenshot shows a login box with the title "Login". It contains two input fields: "Username" and "Password". Below the password field, it says "(case-sensitive)". There is a "Submit" button and a link that says "Forgot password?".

Contact Us

Virtual Gateway Help
Desk

800-421-0938

(TTY: 617-988-3301)

Virtual Gateway Notices

Remember to watch the space near the login box for important news and updates regarding the Virtual Gateway.

We'll inform you here of any scheduled outages for system maintenance.

The screenshot shows the "Health and Human Services" website. At the top, there's a navigation bar with "CONSUMER", "PROVIDER", "RESEARCHER", and "GOVERNMENT". Below that, there's a "Virtual Gateway Business Services" section. It includes a "Catalog" link, a "Screening & Referral" link, and a "Homeless Management" link. On the right side, there's a "Login" box with "Username" and "Password" fields, a "Submit" button, and a "Forgot password?" link. A blue arrow points to the "Virtual Gateway Help Desk" contact information at the bottom right of the page.